December 1, 1997

FISCAL MEMORANDUM 98-06

TO: Administration
Information and Technology Exchange Center
Divisions/Centers

SUBJECT: Cellular Telephone PIN Numbers

The cellular industry has reported numerous cases of fraudulent calls being billed to cellular phone accounts, particularly in large urban areas. Each time a cellular call is made, an electronic signature (ESN) is transmitted to the network which enables the call to be billed to the proper account. The fraud occurs when someone electronically records your ESN as it is transmitted and places your ESN on their cellular phone. The calls they place then appear on your cellular phone bill and are virtually impossible to trace.

In an effort to resolve this problem, the cellular phone companies are now requiring the use of a Personal Identification Number (PIN) in the high fraud areas when roaming with GTE Mobilenet. Upon placing a call in one of these areas your call will be intercepted and you will be asked to enter your PIN number, if you have one, or to establish one if you do not.

Listed below are the answers to questions the operator will ask before you can enter the PIN number:

C What is your account name?
Texas A&M University

C What is your billing address?
Mail Stop 1371
(Note: Since all bills are mailed to the Telecommunications Dept., MS 1371 is the only address in the Mobilenet database.)
Without this information you will not be allowed access to the network. You may use the same PIN number for all areas in which it is required.

If you have any questions please contact Randall Taylor at 845-9856.

Don Bugh
Associate Agency Director

DWB:RKT/cm